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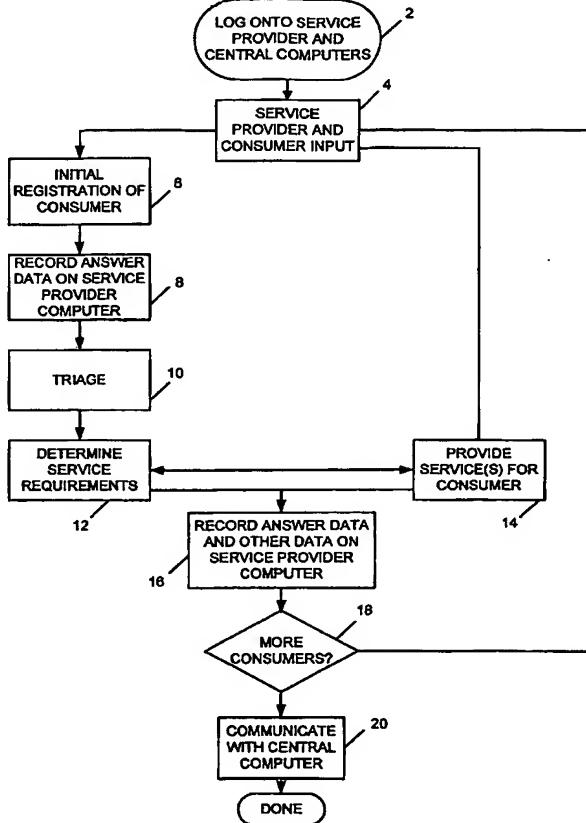
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## (54) Title: CONSUMER CARE MANAGEMENT METHOD AND SYSTEM



(57) Abstract: In the consumer care management system and method of the present invention, a system and method is provided for evaluating the needs of the visually impaired as well as providing a uniform service quality to the consumer through uniform assessments and analyses regardless of the extent of the consumer's impairment. Several series of standardized questions are asked which assess the needs of the consumer. To evaluate every consumer equally regardless of the locale of the consumer seeks assistance; the system is divided into several different uniform processes. The answers to the standardized questions during the processes determine the extent of help the consumer requires. The processes that the consumer will go through include registration and crisis identification, triage, payment, assessment, incremental record of activity, outcomes and quality assurance.



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